

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Manville Rubber Products Inc

#### New Jersey Manufacturing Extension Program

#### Manville Rubber Products Anticipates Business Growth As A Result Of Iso 9001:2000 Registration

##### Client Profile:

Manville Rubber Products, headquartered in Manville, New Jersey, is a rubber industry leader with over \$5 million in annual sales. The 30-person company, founded in 1969, manufactures custom molded rubber products and rubber covered rollers for a variety of industries including: automotive, electrical and electronics, pharmaceutical, railroad, and fiber optics.

##### Situation:

Manville Rubber Products (MRP) responded to an intriguing marketing initiative by the New Jersey Manufacturing Extension Program, Inc. (NJMEP), a NIST MEP network affiliate, to learn how NJMEP could help its corporate ISO program, sales and marketing initiatives, and process control practices.

##### Solution:

NJMEP worked with MRP to prioritize its programs and presented a plan to become ISO 9001:2000 registered within a one-year time frame. A team consisting of representatives from the New Jersey Department of Labor's Office of Customized Training Grant program, NJMEP ISO experts, and Prism eSolutions (an ISO 9000 implementation resource) led Manville Rubber Products through the process of ISO registration.

The nine-month program concluded when TUV America audited Manville Rubber and found the company to be compliant with the requirements of the ISO 9001:2000 standard. The company received its certification in September 2002. The company's participation in the ISO process led to improved organization and efficiency, and it has identified areas of opportunity for process improvement to reduce costs and further increase efficiency. Company procedures and documentation have been strengthened to create a strong foundation for growing the business.

##### Results:

Achieved ISO 9001:2000 certification.

Reduced costs by 15 percent.

Achieved 25 percent business retention.

Anticipating 30 percent business growth as a direct result of ISO registration.

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Improved teamwork and communication.

**Testimonial:**

“Manville Rubber Products is very dedicated to working with the New Jersey Manufacturing Extension Partnership. They have a good understanding of my business, provide excellent resources, and are very responsive to my company’s needs.”

Mark Gajewski, Technical Manager